

IN THE SPECIFICATION

Please replace the paragraph at page 1, lines 8-11 with the following paragraph:

This application is a continuation of co-pending prior U.S. Patent Application Serial Number 09/193,277, filed November 17, 1998, which is a continuation-in-part of co-pending U.S. Patent Application Serial Number 09/054,681, filed April 3, 1998, now U.S. Patent No. 6,259,771, the entire disclosure of each of which is herein incorporated by reference. This invention relates in general to interactive voice response systems and, in particular, to such systems having personal directories stored on a web site.